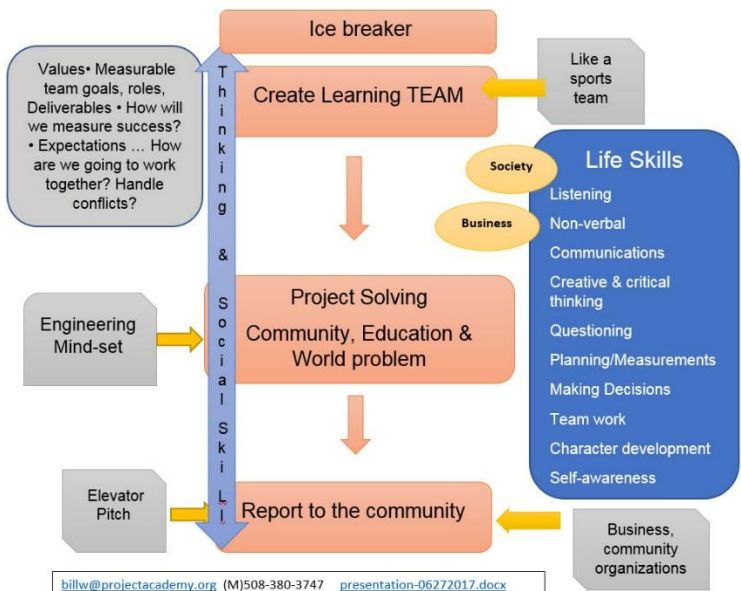


Info= <https://www.conovercompany.com/skills-set.docx>

Soft Skills = personal attributes that enable someone to interact effectively and harmoniously with other people.



- KEY COMPONENTS TO TEAMWORK:**
- ▶ Respecting others
 - ▶ Active listening
 - ▶ Being reliable
 - ▶ Actively participating
 - ▶ Communication with your team members
 - ▶ Solving problems as a group

- KEY COMPONENTS TO ATTITUDE:**
- ▶ Determining to have a positive attitude
 - ▶ Keeping your focus
 - ▶ Doing your best
 - ▶ Responding to guidance and direction
 - ▶ Controlling your emotions
 - ▶ Being flexible

- KEY COMPONENTS TO COMMUNICATION:**
- ▶ Verbal communication
 - ▶ Listening
 - ▶ Nonverbal communication
 - ▶ Written communication
 - ▶ Emotional awareness
 - ▶ Communicating in difficult situation



Info= <https://www.conovercompany.com/>

KEY COMPONENTS TO SOCIAL SKILLS:

- ▶ Interpersonal skills
- ▶ Controlling your emotions
- ▶ Socializing at work
 - ▶ Networking
- ▶ Responding to conflict
- ▶ Helping customers

KEY COMPONENTS TO CRITICAL THINKING:

- ▶ Gathering information
- ▶ Analyzing information
- ▶ Applying information
- ▶ Forming a hypothesis
- ▶ Decision making
- ▶ Problem solving

KEY COMPONENTS TO PLANNING AND ORGANIZING:

- ▶ Prioritizing
- ▶ Time management
- ▶ Coordinating resources
 - ▶ Delegating
- ▶ Creating systems
- ▶ Planning ahead

KEY COMPONENTS TO PROFESSIONALISM:

- ▶ Knowledge of workplace expectations
 - ▶ Personal responsibility
 - ▶ Workplace ethics
 - ▶ Physical appearance
 - ▶ Using proper language
 - ▶ Minding your manners

